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Inside APHIS

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What's In a Name?

A Lot for the Newly Named Wildlife Services Program

APHIS was glad to announce this summer that the Animal Damage Control program is now Wildlife Services (WS).

"This is a proud moment for APHIS and particularly for Wildlife Services," said WS Deputy Administrator Bobby Acord at an August 1 celebration. "The name change is symbolic of our future direction as we make our way into the 21st century."

"The name Wildlife Services captures the essence of our program's current mission of balancing the needs of humans and wildlife in many different situations," Acord said. "Whether it is working to ensure human health and safety, protecting threatened or endangered species, or safeguarding people's property, we are increasingly being asked to utilize our expertise in many areas outside of our traditional role of protecting agriculture. The name Wildlife Services encompasses the diversity of these activities and accurately conveys the wide array of services our program provides."

The new name also reflects the program's vision of living with wildlife. "We recognize the need to take into account a wide range of legitimate public interests on wildlife management, even if these interests conflict with one another," Acord said. "We also recognize the need to conduct our activities in a manner that considers wildlife interests while reducing the damage caused by wildlife. Wildlife Services brings our name in line with these key principles."

WS will continue to develop and use wildlife damage strategies that are environmentally, socially, and biologically sound, said Acord.

Most importantly, the new name acknowledges the program's standing within the wildlife profession and with its customers. "Over the years, we have greatly contributed to the profession through our fieldwork and efforts such as the founding of the Jack H. Berryman Institute for Wildlife Management at Utah State University and the completion of a nationwide public opinion survey with the university on wildlife management issues and methods," Acord said.

WS' employees have also strived to provide their customers with the highest possible level of service. In recognition of these efforts, the International Association of Fish and Wildlife Agencies (IAFWA) and the IAFWA Wildlife Damage Committee passed resolutions in 1993 and 1996, respectively, commending WS

for its sound leadership, level of scientific expertise, and biologically sound approach to management.

"Our customers have also consistently given us high marks on our customer surveys," Acord said. "The name Wildlife Services recognizes these important accomplishments." ♦



APHIS PHOTO BY STUART McDONALD

In addition to a new name, WS' National Wildlife Research Center (NWRC) began site preparation in October for a new

building in Ft. Collins, CO. Shown above left at the new building site are NWRC Director Richard Curnow with William Dusenberry and Mike Fall. The NWRC is the research arm of WS, helping to manage wildlife populations by providing scientific information on conflicts between humans and wildlife. It is the only research facility in the world devoted exclusively to the study of wildlife damage control. Inset is an artist's rendition of the new center.



Also in this issue

International Marketplace Page 3

APHIS kicks off its mentoring program Page 7

Port of Baltimore recognized by NPR Page 9

Human Resources info on the Internet Page 18

Meet APHIS Leaders

Craig A. Reed **Associate Administrator**

Craig A. Reed was named APHIS' Associate Administrator on June 22. In this position, he provides, along with the Administrator, executive leadership and policy guidance to the agency's diverse programs.

Before coming to APHIS, Reed was Deputy Administrator of the Office of Field Operations for USDA's Food Safety and Inspection Service (FSIS). In this position, he was responsible for Federal inspection of domestic meat, poultry, and egg products plants and compliance field operations; for overseeing international operations, residue monitoring, regulatory, and review programs; and for administering the Federal-State Cooperative Inspection Program.

Reed has supervised meat and poultry inspection programs throughout the southeastern United States and in Michigan. Prior to rejoining FSIS in July 1993, he was Director of the Science Division of USDA's Agricultural Marketing Service (AMS). At AMS, Reed was responsible for creating the division that handled food safety matters and provided laboratory and scientific support for a variety of Federal and public health agencies.

Reed grew up on a farm in Michigan and earned a doctorate in veterinary medicine from Michigan State University. He came to USDA in 1973 from a private veterinary medical practice in Michigan.



APHIS PHOTO BY ANN CZAPIEWSKI

Associate Administrator Craig Reed joined APHIS in June and has been with USDA since 1973.

Angel B. Cielo **Deputy Administrator** **International Services (IS)**

Angel B. Cielo was named Deputy Administrator for IS on July 7. As Deputy Administrator, Cielo is charged with providing leadership, management, and coordination of APHIS' international activities to protect American agriculture and enhance U.S. exports.

Prior to his appointment at APHIS, he was selected to manage the Alameda District of the Food Safety and Inspection Service with 582 employees, inspecting over 922 federally inspected installations. He has worked in USDA for more than 33 years, including 10 years in the diplomatic corps and a tour of duty at the Pan American Health Organization.

Cielo earned his doctorate in veterinary medicine at the University of the Philippines and was a Senior Executive Fellow at Harvard University, and a Congressional Fellow at the office of Senator John Melcher.

Cielo designed and directed the reorganization of Mexico's meat inspection program. He developed training materials and lesson plans for instructors that have been translated into Spanish and used in Latin American countries. He also designed residue control programs that are used in the United States, Mexico, and other Latin American countries.

John R. Clifford **Assistant Deputy** **Administrator** **Veterinary Services (VS)**

John Clifford was named Assistant Deputy Administrator for VS in July 1997 after 12 years with APHIS. Clifford earned his doctorate in veterinary medicine from the University of Missouri.

Thomas E. Walton, Jr. **Associate Deputy** **Administrator, VS**

Thomas Walton came to APHIS in June 1997 after 25 years with the Agriculture Research Service (ARS). Walton earned his doctorate in veterinary medicine from Purdue University and a Ph.D. in Microbiology from Cornell University.

William H. (Bill) Clay **Associate Deputy** **Administrator** **Wildlife Services (WS)**

Bill Clay was named Associate Deputy Administrator for WS in March 1997 after 8 years with APHIS. He is a certified wildlife biologist with a bachelor's of science degree in Wildlife Management from Texas Tech University. ❖

International Marketplace

Brazil

A total of 1,750 day-old ostrich chicks and 150 adult ostriches was shipped to Brazil during fiscal year 1997. The combined value of these multiple shipments is estimated at \$2.65 million. David Michael, Veterinary Services (VS), coordinated these export projects.

Bosnia

Joan Arnoldi, Deputy Administrator, VS, signed an animal health agreement on November 6 that will allow the United States to export cattle to Bosnia in the near future. Najam Faizi, VS, negotiated this project.

Chile

A prohibition on the importation of U.S. wheat due to Karnal bunt was dropped after Chile received assurances from APHIS that sufficient precautions were being taken to prevent infected wheat from being shipped. Chile agreed to take U.S. wheat certified as coming from an area surveyed and found free of Karnal bunt. Shipment of the wheat is pending a regulation change in Chile. Nick Gutierrez, International Services on assignment to Plant Protection and Quarantine (PPQ) through January 1998, negotiated this rule.

Gutierrez was instrumental in drafting phytosanitary requirements for exporting grapes, citrus, and kiwi fruit from California to Chile. If the certification requirements can be met, the market's value is estimated at approximately \$10 million.

China

One additional county, for a total of six California counties, has approval to export grapes to China. Industry estimates the potential value of the market at \$50 million. John Thaw, PPQ, negotiated this approval.

A shipment of 120 ostriches from Alabama departed for China on November 15. The value of this shipment is estimated at \$1 million. Najam Faizi, VS, coordinated this project.

India, Philippines

The last week of November, a shipment of 90 U.S. pigs with an estimated value of \$67,000 departed for India, and shipment of approximately 1,300 U.S. pigs valued at \$1.1 million departed for the Philippines.

A shipment of 2,275 U.S. sheep and goats departed for the Philippines the first week of December. This shipment is valued at \$2 million.

Najam Faizi, VS, coordinated these projects.

Italy

On November 20, Italy accepted a protocol negotiated and drafted by Roger Perkins, VS, for importing cattle and water buffalo from Italy into the United States. Veterinary officials in Italy are preparing a draft health certificate for APHIS review and approval, after which the importation can proceed. Perkins has been instrumental in negotiations that will allow importation of bovine semen and embryos from Italy and bovine semen from Switzerland. The health certificates for these projects were approved in September 1997.

This summer, the Harry S Truman Animal Import Center held its first ever open house. More than 250 people toured the usually restricted quarantine center. During the tours, center staff gave presentations about the facility.



APHIS PHOTO BY HEATHER COONEY

Lebanon

Najam Faizi, VS, and several FAS officials met on August 13 with Deputy Under Secretary Dallas Smith and Lebanon's Minister of Agriculture Chawki Fakhoury to discuss Lebanon's plans to import 3,000 U.S. cattle. The first shipment consisting of 750 Holstein cattle arrived in Lebanon in October. The total value of this project is estimated at \$6 million.

Mexico

The Mexican avocado shipping season began in November and will run through February. Mexican avocados can be shipped into 19 northeastern states and the District of Columbia during these months after the Mexican exporters meet strict production, inspection, and shipping criteria. Ron Campbell, PPQ, negotiated this protocol.

International

Import Permit and Notice of Arrival requirements were dropped for imported cut flowers of camellia, gardenia, rhododendron, rose, and lilac. While these flowers are still subject to inspection (and treatment, if a pest is found) to provide an adequate level of protection for U.S. agriculture, this action will save time and reduce the paperwork burden for importers of cut flowers. Peter Grosser, PPQ, negotiated this motion. ❖

APHIS Recognizes a Landmark Day in Women's History

By Christina Myers, LPA, Riverdale, MD

Here's a quick test. Pick up a pencil and, for 30 seconds, write down the names of men who've had a major impact on this century's history. Now repeat this exercise, with one crucial difference: the influential figures you name must be women.

For most of us, the first task is considerably easier. And that's precisely Darlene Floyd's point. Far too often women's contributions to history have either been portrayed negatively, minimized, or gone completely unrecognized and unrecorded says Floyd. Did you know, for instance, that Victoria Woodhull was the first woman to run for President—in 1872? Could you name the first woman elected to Congress? Jeanette Rankin, 1916. Or the first black woman to win the Pulitzer Prize? Gwendolyn Brooks, 1950. Would it surprise you to know that the 8 million women-owned businesses in the United States generate more jobs than all the Fortune 500 companies combined?

Floyd, an associate with Horizon's Management and Training Consultants, shared these facts with a group of APHIS employees during her workshop on August 26, part of a week-long program in celebration of Women's Equality Day. The events were sponsored by the APHIS Federal Women's Program/Women's Information Network in cooperation with the Women's Advisory Committee.

August 26 was officially designated Women's Equality Day by Congress in 1971. On that day in 1920, the 19th Amendment to the U.S. Constitution was ratified, giving women the right to vote in Federal elections. This victory was achieved after a 72-year campaign that began in the summer of 1848, when Elizabeth Cady Stanton and Lucretia Mott organized the Women's Rights Convention at Seneca Falls, NY. Along the way, women like Lucy Stone, Susan B. Anthony, and Carrie Chapman Catt

also played an influential role; Anthony, for example, was arrested and convicted of attempting to vote in the national election of 1872.

These women clearly refused to see themselves as victims—the kind of thinking that often presents a major obstacle to women's success, according to Floyd. "When you make the statement 'I am a victim,'" she told the group, "you are rendering yourself powerless." While we may not always choose the situations we find ourselves in, she emphasized, we do have choices when it comes to how we respond to our circumstances.

Floyd encouraged the members of the audience to embrace change, to support each other, to be accountable for their own actions, and to develop a written plan for success. "If you can visualize it," she said, "it will materialize." When it comes to women in the workplace, she pointed out that "we don't look at the implications of the analogy. The glass ceiling is glass, and it can easily be broken."

Following Floyd's talk, Doreen Dixon and Felicia Davis, president and vice-president of the Washington, DC, Chapter of Professional Secretaries International, took part in a brown bag lunch session with employees. They discussed networking strategies and educational opportunities available through their organization.

The week's schedule of activities also included briefings by several APHIS employees, who spoke about agency programs that offer tools for success in the workplace. In one session, Beatrice Jacobs, Organization and Professional Development (OPD), presented an overview of conflict prevention and resolution in APHIS. Since its inception in June 1996, the conflict resolution program has resolved 31 of the 38 situations subject to mediation—an 82 percent success rate. Jacobs said she hopes to see this success continue in the program's second year.

Kathy Trickey, Margie Trunzo, and Linda Story, OPD, outlined a variety of useful—and usually free—training opportunities available to APHIS employees. These include diversity and supervisory training, Zengler-Miller team training, scientific courses, on-line skills assessment software, and a mentoring program, which was launched November 19. (See article on page 7.)

They also highlighted two exciting new programs. The new ExCEL program, which stands for Expanding Competencies through Empowerment and Learning, is available to APHIS support staff in grades GS-2 through GS-9. The Leadership for Today and Tomorrow Program (LTTP) has been designed to develop and enhance the leadership capabilities of mid-level employees. Programs like these may be particularly beneficial to women, who, as Floyd pointed out, make up 73 percent of all Federal employees in grades 1 through 8 but only 11 percent of Senior Executive Service employees.

To recognize women's historic achievements, Women's Information Network also devoted a day to showing a 5-part video series titled "Women in American Life," which covered the years from the Civil War period to 1977. If you missed the videos, or just want more information, you can contact the National Women's History Project Internet site (<http://www.nwhp.org>) for useful materials and links to other related sites. ♦

Corrections from Fall 1997 Inside APHIS Special Edition

APHIS Integrated Planning (AIP) Team Members: Patricia Douglass is from Wallingford, CT; Mike Gregoire, ITCS, and Maureen McKee, MSD, both Riverdale, MD, are members.

Minnesota should be fourth on the northeastern installation site list, not last.

Southeast Secretaries Visit HQ and Meet the Secretary

By Phyllis Toye, VS, Washington, DC

During the week of July 22-25, secretaries from Veterinary Services' (VS) Southeastern Region attended a 4-day conference in Riverdale, MD. The workshop, developed and coordinated by Linda Story with Organization and Professional Development, heightened the secretaries' awareness of how headquarters operates and functions. The objectives of the workshop were to: become familiar with headquarters staff and begin the process of building a good rapport with them; explore different ways area and regional secretaries might benefit from increased collaboration; and review and resolve correspondence issues.

The week started with a roundtable discussion attended by VS Operational Support employees that was an information-sharing opportunity to learn how their headquarters' peers function. This discussion proved to be invaluable and offered participants a wealth of information that can be applied to

Not only were visiting secretaries from VS' Southeastern Region able to meet with the APHIS Management Team, but also with Secretary Dan Glickman (center).



USDA PHOTO BY BOB NICHOLS

their own career success. Participants attended a variety of training sessions including: The Changing Role of the Secretary, Customer Service, Correspondence Preparation, and Continual Learning and Learning Contracts.

The highlight of the group's visit was a trip downtown, hosted by Phyllis Toye, VS, which provided them the opportunity to see APHIS in action while visiting with the different APHIS Management Team

offices, including the office of the Administrator. The secretaries were excited to have the opportunity to meet and talk with Secretary Glickman, and the surprise of the day was having their picture taken with him. At the end of the week, all participants left with a better sense of where they fit into the big picture, stronger ties with colleagues, and a satisfaction that the trip had been informative and beneficial. ❖

Healing From the Fields: Useful Herbs Discovered in Our Own Backyard

By Linda Collier, ITc, Riverdale, MD

Passersby may have wondered what those APHIS employees were looking for in the field across from their Riverdale complex on the afternoon of September 23. The answer is healing herbs.

Approximately 25 people accompanied James Duke, nationally noted scientist and herbalist, on an herb walk. The walk followed a Cultural Awareness Workshop conducted by Duke on "Native American Healing Herbs" and sponsored by the Native American Special Emphasis Program, Veterinary Services. More than 80 people from both inside and outside of APHIS attended the workshop.

Wherever there are weeds, healing herbs can be found, said Duke during the workshop.

Besides quantities of ragweed and goldenrod, several herbs were identified. According to Duke, herbs can be used to relieve many kinds of ailments. Narrow and broad-leaf plantain can be applied directly to burns and insect stings and brewed as a tea to use as a rinse to treat dandruff. It also has bactericidal activity, so try 3-4 teaspoons in cold juice or water to treat a sore throat. Dandelion benefits all aspects of the liver and detoxifies poisons. It also promotes healthy circulation. Red clover can be used as a nerve tonic, a sedative for exhaustion, and as a treatment for coughs and bronchitis in children. Fleabane can be used to treat dysentery, or, if leaves are burned, to drive away fleas.

Burdock is a traditional liver tonic. Evening primrose is useful in treating premenstrual syndrome, menstrual cramps, headaches, and dermatitis.

The enthusiastic responses from those who attended indicated that they really enjoyed Duke's information and the herb walk, and they learned a great deal about the uses of herbs.

Duke has performed a lot of research with Indians in the Amazon and had just arrived from making a presentation at the Micmac Reservation on the Gaspé Peninsula in Quebec, Canada. He is also the author of more than 23 books on herbs, including his newest book, *Green Pharmacy*. ❖

APHIS Plays a Leading Role in Continental Plant Protection Meeting

By Marshall Kirby, PPQ, Riverdale, MD

The 21st annual meeting of the North American Plant Protection Organization (NAPPO), featuring a colloquium on quarantine security, was hosted by the United States in Seattle, WA, from October 20 to 24, 1997. NAPPO is comprised of plant protection officials and industry cooperators from Canada, Mexico, and the United States devoted to protecting the plant resources of the continent from the introduction and spread of regulated plant pests. This year's meeting was attended by 200 representatives of industry and officials from the national, State, and provincial plant protection organizations. The organization also facilitates intra- and inter-regional trade. Representatives from many other countries outside the NAPPO region also attended the meeting.

Like other NAPPO annual meetings, this one offered the opportunity for collegial involvement of individuals interested in plant resource protection and trade facilitation both within the NAPPO region and globally. This year's meeting focused on a number of critical issues, including the revision of the International Plant Protection Convention (IPPC), the Sanitary and Phytosanitary (SPS) Agreement of the World Trade Organization (WTO), and quarantine security in the face of increasing trade.

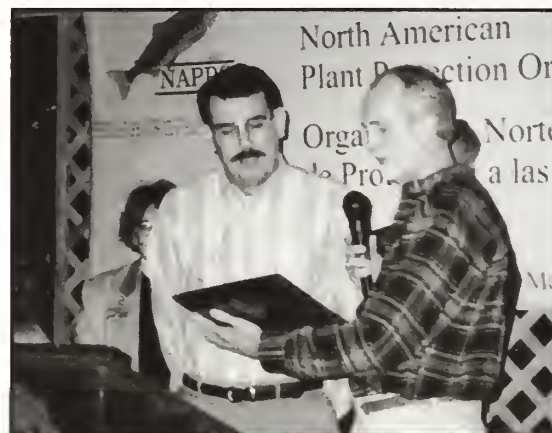
The meeting was opened by Isi Siddiqui, Deputy Assistant Secretary for Marketing and Regulatory Programs, USDA, and Jim Jesernig, Director, Washington State Department of Agriculture. APHIS Administrator Terry Medley opened the colloquium on quarantine security, challenging NAPPO to proceed in developing science-based standards about this concept.

Plant Protection and Quarantine (PPQ) Deputy Administrator Al Elder presided over the entire meeting, culminating a successful year serving as chairman of the NAPPO Executive Committee. Numerous other APHIS employees



APHIS PHOTOS BY ED MILLER

Above: Chairperson of the NAPPO Executive Committee Jean Hollebone (Canada) speaks at the October meeting in Seattle. Seated (l. to r.) are Washington State Department of Agriculture Director Jim Jesernig and NAPPO Executive Committee member (Mexico) Javier Trujillo Arriaga. Right: PPQ Deputy Administrator Al Elder (U.S. NAPPO Executive Committee member) presents a plaque to former APHIS employee Bob Griffin for his leadership in phytosanitary standards.



were also closely involved with talks, panel discussions, poster presentations, and side meetings on bilateral issues and administrative logistics.

Marshall Kirby, PPQ, led the organization of the meeting and served as last year's chairman of the NAPPO working group. Ed Miller and Lorene Chang, Policy and Program Development (PPD), were principal architects of the colloquium on quarantine security. Nick Gutierrez and Gary Greene, International Services (IS), on assignment to the PPQ Phytosanitary Issues Team, advanced APHIS' plant health bilateral agendas during side meetings with Mexico and other Western Hemisphere countries. Bud Petit De Mange and Nancy Klag, PPQ, worked with industry and their NAPPO counter-

parts on phytosanitary issues of grain, seed, and vegetables. John Greifer, IS, led a panel discussion on the revision of the IPPC. Alex Thiermann, IS and Chairman of the SPS Committee of the WTO, gave a presentation of WTO/SPS current issues, and a WTO perspective on appropriate level of protection. Presentations on quarantine pests, panel activities, and colloquium themes were provided by Joe Cavey, PPQ, Ed Gersabeck, IS, Quentin Kubicek, PPQ, Ed Podleckis, PPQ, Laura Redmond, PPQ, Marshall Kirby, PPQ, Ved Malik, PPQ, Dale Meyedirk, PPQ, Douglas Barnett, IS, Matt Royer, PPQ, Richard Orr, PPD, and others. Nan Brown, PPQ, Stacie Cain, PPQ,

NAPPO continued on p. 9

The APHIS Mentoring Program

New Approach to Employee Development Using Wisdom and Experience

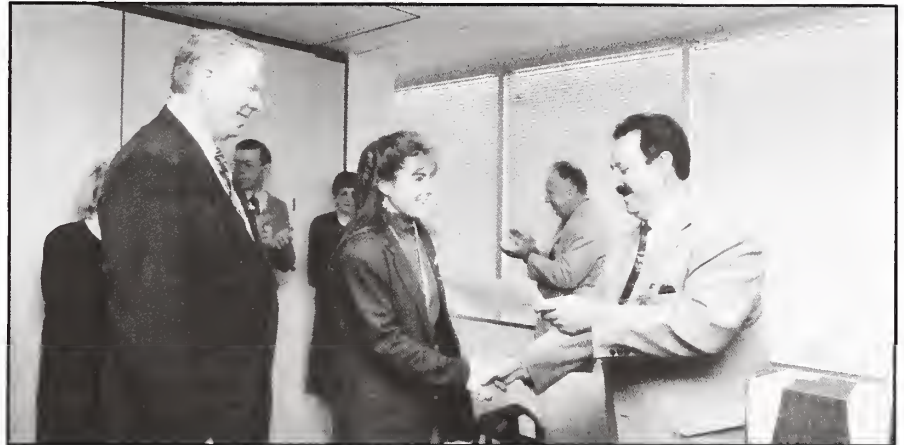
By Linda Story, OPD, Riverdale, MD

Many APHIS employees have expressed a need for a mentor, or a counselor who could nurture them by serving as a coach, guide, teacher, or even a friend in a wide variety of one-on-one relationships usually targeted at career development. Typically, mentors can help an individual to be the very best he or she can be. However, it's not just the mentee who benefits from the relationship. The benefits to the mentor are enormous. There is much satisfaction to be gained from helping another person while using the opportunity to develop and practice interpersonal and coaching skills.

A mentoring program kick-off was held on November 19, in Riverdale. The theme of the kick-off was "Bridging Growth and Opportunity." Employees from different APHIS units who serve on a committee that developed and implemented the program were available to answer questions to help employees determine whether or not they wished to pursue mentoring as an avenue of learning. A panel of individuals who previously mentored was available to share their experiences and discuss the pros and cons of being a mentor or mentee.

"People on the committee feel very strongly about mentoring. That's why we're here willing to work above and beyond our regular job," said VS' Dan Harpster, one of the committee members. "Most of us have had mentoring experience so there's a personal buy-in and involvement from committee members. As the work environment changes, we want to be involved in helping others grow by presenting them an opportunity to mentor or be mentored."

This program is specifically designed to meet the needs and desires expressed by employees during past Vision Launches and Listening Sessions. APHIS' Employee Mentoring Program is directly linked to the "Valuing



APHIS PHOTO BY ANN CZAPIEWSKI

Associate Administrator Craig Reed (left) and APHIS Chief of Staff Rick Certo congratulated Maria Calain, OPD, and other committee members on the program's kick-off.

People Through Continual Learning" Change Agenda Element and will assist APHIS employees as they progress through their careers during times of change. While beneficial to an employee's growth and development, the program is not designed to ensure an employee's promotion. It is, instead, a vehicle to be used to help strengthen an employee's potential by providing counsel, sharing thoughts, ideas, and experiences about professional and individual development.

APHIS' Employee Mentoring Program will be launched as a pilot

program for 1 year. The pilot will consist of a panel selection of a predetermined number of mentors and mentees chosen from employee applications APHIS-wide. The program will be monitored consistently throughout the 1-year trial period, and a thorough evaluation process will be completed at the end of the pilot to determine the program's effectiveness and whether to pursue expanding it. The success of the mentor-mentee relationships during the pilot will play an integral role that will shape the future of this program. ❖

For more information on becoming a mentor or mentee, contact your committee representative.

OPD	Linda Story	(301) 734-5732	Riverdale, MD
	Eileen Berke	(301) 734-5551	Riverdale, MD
	Melanie Adams	(301) 734-4962	Riverdale, MD
	Maria Calain	(301) 734-6687	Riverdale, MD
	Richard Fraser	(301) 734-5747	Riverdale, MD
PPQ	Stacie Cain	(301) 734-4308	Riverdale, MD
	Subhash Gupta	(301) 734-8761	Riverdale, MD
	Ralph Johnson	(718) 553-1659	Jamaica, NY
	Mike Wright	(518) 438-3896	Albany, NY
VS	Dan Harpster	(419) 568-7909	Waynesfield, OH
	Delorias Lenard	(803) 788-1919	Columbia, SC
	Sue Lendrum	(518) 453-0103	Albany, NY
AC	Jerry Depoyster	(301) 734-7586	Riverdale, MD

Karnal Bunt Program Recognizes Gila River Indian Community for Cooperation

By Bruce Shambaugh, PPQ, Phoenix, AZ

In March 1996, Karnal bunt, a fungal disease of wheat, was discovered in Arizona and, immediately, APHIS officials arrived in Arizona to delimit the disease and prevent its spread. As the survey and sampling plans evolved, the need for maps of agricultural fields became apparent. The Arizona Cotton Research and Protection Council came forth with maps that identified some information in fields. The maps were of a scale that accommodated one township on a standard letter size sheet of paper, not allowing for great detail.

As the Karnal Bunt Program progressed, it became apparent that many fields had not been mapped and that maps with greater accuracy were needed. After exploring several options, the decision was made to purchase Global Positioning System (GPS) data loggers and Geographic Information System (GIS) software to develop new maps showing fields with 3- to 5-meter accuracy and various data associated with individual fields. When completed, the mapping system could be used by several governmental agencies to deliver their programs.

After the technical and field training and obtaining landowner permission, GPS mapping of the fields began. Large areas were the easiest and most efficiently completed. Indian reservations were identified as some of the larger areas under common ownership. One of the largest reservations with agriculture production in Arizona is the Gila River Indian Community. Contacts were made with members of the Community's Department of Environmental Quality. They recognized the advantage of having accurate maps but initially had reservations about Karnal Bunt Project involvement and motives. They had plans of mapping the Community but they soon recognized a cooperative effort would speed up the project considerably. Problems that had to be addressed included compatible mapping



APHIS PHOTO

Robert Nave, National Coordinator of the Karnal Bunt Program (left), and Bruce Shambaugh, Operations Support Officer, present a certificate to Mary Thomas, Governor of the Gila River Indian Community (center), and Patricia Mariella, Directory of the community's Department of Environmental Quality.

software, types of data to be collected, lists of personnel and vehicles, and Right of Entry permits. The proposal was accepted by the Tribal Council, the Right of Entry fee was waived, and the start date scheduled.

Department of Environmental Quality and Karnal Bunt Program personnel traveled together for the first week, providing an opportunity for GPS training and an introduction to the Gila River property. Data collection was then completed by Karnal Bunt Program personnel. After 5 weeks of inter-agency collaboration and cooperation, field data collection, and GIS manipulation, a map of the Gila River Indian Community was generated. The map included the Community boundary, correctly titled streets and roads, and 1,042 accurately positioned fields with numbers.

Robert Nave, Karnal Bunt Program National Coordinator, and Bruce Shambaugh, Karnal Bunt Program GPS Coordinator, presented Certificates of Appreciation to Mary Thomas, Gila River Indian

Community Governor, and Patricia Mariella, Director of the Department of Environmental Quality, for their support, encouragement and involvement with the GPS project. The certificates were well-deserved and Karnal Bunt Program personnel greatly appreciate the participation and cooperation of everyone who worked to make the GPS project a success.

This GPS project is a prime example of how interagency cooperation can accomplish goals that are beneficial to all parties. It provided accurate field locations for use by the Karnal Bunt Program and the Gila River Indian Community and acreage and irrigation information that will be used by the Community to better manage their pesticide and groundwater protection projects. It will also be a piece of a larger mapping data base that will be used by several other agencies, including the Arizona Cotton Research and Protection Council, which provided the original working maps. ❖

Port of Baltimore Recognized for Time- and Cost-Cutting Measures

By Dave Lamb, PPQ, Baltimore, MD

PPQ Officers and Supervisors of the Port of Baltimore as part of an interagency team were awarded Vice President Gore's Hammer Award, on April 18, for the development of time- and cost-saving reforms. The team, the Federal Agency Quality Work Group (FAQWG), was formed when representatives of the various Federal Baltimore port agencies were charged with changing the perception that local Federal activities were impeding trade.

The most prominent issue and cost-savings reform to industry that the FAQWG accomplished was the development of Simple FAX (Federal Agency Exchange). To respond to the private sector's request that Federal agencies at the port make the maritime vessel arrival notification process simpler and easier, FAQWG developed Simple FAX. Simple FAX condensed the regulatory requirements of the six agencies into one form. It made the ships' agents' notification process simpler and less time-consuming by using the Baltimore Maritime Exchange as an intermediary for the vessel arrival notification process. In addition, Simple FAX is a money-saving venture that

provides further benefits to USDA in Baltimore by allowing customers to submit one standard form, eliminating the need for additional

supports the agency's vision for customer service and trade facilitation.

Dave Lamb and Christine Markham, PPQ, Baltimore, MD, are presented with the Hammer Award by (l. to r.) John Kamensky of the National Performance Review, Senator Paul Sarbanes, and Representatives Wayne Gilchrest and Robert Ehrlich, Jr., all from Maryland.



PHOTO BY TRICIA C. PIDLAOAN

phone calls to agents involved in the notification process.

Federal agencies participating in FAQWG are APHIS, Immigration and Naturalization Service, U.S. Coast Guard, Fish and Wildlife Service, U.S. Customs Service, and the Food and Drug Administration. APHIS joined the group as port officials Dave Lamb and Christine Markham recognized the needs of the private sector and called for action. APHIS' participation also

As an outgrowth of FAQWG, the above agencies in conjunction with members of the private sector—including the Baltimore Steamship Trade Association, Brokers and Forwarders Association, Association of Maryland Pilots, and the International Longshoremen Association—are all signatories to a pledge of cooperation called the Customer Service Response Program. ♦

NAPPO continued from p. 6

Karen Stratchko, PPQ, Bonnie King, IS, Linda Stark, PPQ, Irma Dighero, IS, Michelle Rieux, NAPPO, and several others from various APHIS program areas and staffs ensured smooth running of the meeting as a whole.

During the colloquium on quarantine security, various perspectives were provided on the concept of appropriate level of protection, and posters and panel discussions featured methods to achieve quarantine security, including area-freedom and systems approaches, postharvest quarantine treatments, and inspection and noninfestable concepts.

Two individuals were recognized by NAPPO at this meeting. Bruce

Hopper, who recently retired as NAPPO's full-time Executive Secretary, provided leadership and inspiration to NAPPO for many years. (Ian McDonnell was welcomed as NAPPO's new Executive Secretary.) Recognized for his leadership in establishing regional and international phytosanitary standards was Bob Griffin, who earlier this year left his position with PPD to assume a key position as the Coordinator for the IPPC, with the Food and Agriculture Organization of the United Nations in Rome, Italy.

Meeting outcomes included the NAPPO Work Plan for 1998, which was based on input from NAPPO

officials and industry and received the concurrence of the NAPPO Executive Committee. NAPPO will focus on work related to regional and international phytosanitary standards to support plant resource protection and trade facilitation, including those issues related to the themes of the meeting.

For additional information about NAPPO and its activities, please check the NAPPO Home Page at

<http://www.nappo.org>

or contact any NAPPO official. ♦

Healthy and Safe Employees Are Valued at APHIS

APHIS Sponsors a Health Fair That Attracts Many for Not Only Their Own Health and Safety, But That of Their Loved Ones As Well



APHIS PHOTOS BY ANN CZAPIEWSKI

Approximately 140 people visited the Health Fair on September 23 in Riverdale, MD. Employees received eye exams from APHIS staff (above left), blood screenings (above right), fingerprints of their children courtesy of the FBI (center and center right), seated massages (below left), and blood pressure testing from USDA nursing staff.

Other displays at the fair provided pamphlets on everything from ear wax to exercise and alcohol to asthma, displays of various types of fat, samples of fat-free brownies from the Agriculture Research Service, samples of organic foods, and

opportunities to speak with a chiropractor and podiatrist. These health fairs are sponsored by USDA's Health Unit. This year's was organized by nurse Mary Ellen Haga of the Riverdale Health Unit.



Safety and Health Not Left Up to Chance in Las Vegas Symposium

When somebody mentions Las Vegas, safety and health are probably not the first things that spring to mind. But that's exactly what Animal and Plant Health Inspection Service (APHIS) employees were thinking about when the Agency's Tenth Annual Safety and Health Symposium was held at Las Vegas' Imperial Palace May 13-15. The National APHIS Safety and Health Council coordinated the symposium, which was the one of the largest ever held by APHIS.

Nearly 100 APHIS employees participated in this year's conference, and the crowd was rounded out by others in attendance for events such as a presentation on crime awareness by Mike and Debbie Gardner. In his welcoming remarks, APHIS Chief of Staff Richard T. Certo outlined the importance of safety in the workplace and emphasized his and Administrator Terry Medley's appreciation for the employees who had made safety and health awareness a part of their daily routine. Certo, who also serves as APHIS' Designated Safety and Health Official (DASHO), also shared some of his personal experiences with the Safety and Health Council during his long career with the agency.

The Imperial Palace's Chief of Security, Carmine Sandomenico, gave remarks in which he outlined some of the safety features of the hotel. Other presentations provided information about current accident statistics within APHIS, conflict resolution and prevention, and new initiatives in driving defensively while on the job.

Attendees were also given the opportunity to learn more about the Work-Family Life Council, which is quickly becoming an integral component of the APHIS Wellness Program. The Council has helped employees concentrate

more fully on the job during work hours by providing information on issues such as child care and elder care.

The second day of the symposium featured a variety of activities, including a fun walk/run in observance of Federal Fitness Day and a presentation by Ocean Spray Cranberry World West, a large employer in the Las Vegas area, about the organization and function of safety and health committees in private industry.

The highlight of the second day was the national awards luncheon in which APHIS employees whose efforts to promote safety and health in the workplace were honored. Administrator Medley served as the keynote speaker and awards presenter at the luncheon.

Mr. Medley's remarks outlined the benefits realized by all of us at APHIS due to the efforts of the honorees. Among other things, he pointed out that decreases in workers' compensation payments over the last several years have freed up funding for APHIS programs. These savings have a direct impact on APHIS' ability to serve its stakeholders, helping the agency work to eliminate animal diseases like brucellosis and keep devastating pests like the Mediterranean fruit fly from becoming established in the United States.

In group sessions following the luncheon, many employees were certified in cardiopulmonary resuscitation or recertified in defensive driver training. Others participated in meetings about accident investigation, program safety, and organizing safety and health councils within their own units.

The following units and individuals were recognized for their extraordinary achievements in safety and health awareness during fiscal year (FY) 1996:

Administrator's Award Plant Protection and Quarantine (PPQ), Florida

This award is presented annually to the unit most visible in identifying and correcting safety and health problems, providing training, and reducing accidents. PPQ Florida was recognized for the efforts of employees, management, and the unit's safety and health council in revamping and reenergizing safety and health awareness. The award was accepted by Loren (Buddy) Carpenter, Jr., the Chairperson for the PPQ Florida Safety and Health Committee.

DASHO's Award Veterinary Services (VS), Northern Region

This award, presented for the first time at this year's conference, was established to recognize a program area that accomplished a noteworthy, proactive initiative to further a safe and healthful workplace. VS' Northern Region employees were honored because of their efforts in working with the National Institute for Occupational Safety and Health to address concerns about gases associated with large-scale poultry operations. The Chairperson of the Regional Safety and Health Council, Linda Roach, accepted the award.

Safety and Health Employee of the Year Joyce O'Dell, VS, Olympia, WA

This award is presented annually to the individual who gave the most of themselves, though not required to do so by job title, to promote a safe working environment within APHIS.

SAFETY continued on p. 13

Nebraska PPQ and Others Aggressively Attack Purple Loosestrife in 1997

By Barte Smith, Nebraska State Plant Health Director, Lincoln, NE

It's been a good year for the Nebraska Purple Loosestrife Awareness Committee (NPLAC). The volunteer organization, without sponsorship, works to raise the awareness in Nebraska of this weed pest that crowds out other plants. Not only does this impact affect the native vegetation, but also farms, recreation areas, and wildlife habitats. APHIS' Plant Protection and Quarantine (PPQ) and other NPLAC members cooperative efforts to control purple loosestrife (*Lythrum salicaria* L.) produced results beyond expectation during 1997.

Nebraska has 13 river basins, 24,000 miles of streams and rivers, 187,000 acres of manmade lakes, 111,000 acres of natural lakes, 392,000 acres of surface water and approximately 1.5 million acres of wet hay meadows, which are all preferred habitat for purple loosestrife. There has been a 60 percent increase in the number of acres infested by this nonnative plant in the last 4 years. The ecological effects of purple loosestrife on native wetland flora and fauna has been termed disastrous by a number of authors and researchers. It also affects the numerous endangered birds that annually use the Platte River Basin in Nebraska as a nesting site and/or rest stop during annual migrations.

NPLAC's members and co-operators achieved such significant results in protecting these areas and their occupants through activities such as releasing 137,500 purple loosestrife biocontrol agents, the establishment of nine insectaries (eight in Nebraska, one in South Dakota), and the establishment of graduate school ecological research programs at two Nebraska universities.

The biocontrol agents are the beetles *Galerucella californiensis* and *G. pusilla*, which were identified in Europe and screened for use in the United States. When the

beetles are released, they defoliate purple loosestrife plants, killing them.

Success of parasite releases in previous years led to the release of 137,500 parasites in 1997, compared to 7,600 parasites released in 1995 and 10,500 parasites released in 1996. Approximately 20 percent of the parasites released in 1997 were supplied by the Colorado Department of Agriculture and PPQ's Mission, TX, Biocontrol Lab. The remaining 80 percent were produced by insectaries NPLAC established in Nebraska and South Dakota.

The graduate school programs created through NPLAC consist of management of established insectaries, collection and redistribution of parasites from these insectaries to infested areas, research on the ecological effects of purple loosestrife on the environment and release sites, and conducting of additional surveys.

PPQ contributes to NPLAC's success by furnishing technical information, assisting with training volunteers in release site selection skills, assisting with information exchanges and educational programs, and coordinating with the biocontrol labs and NPLAC members.

The diverse membership of more than 100 individuals and organizations includes APHIS' PPQ, county weed superintendents, the U.S. Fish and Wildlife Service, the Nebraska Game and Parks Commission, the Audubon Society's Rowe Sanctuary, The Nature Conservancy, natural resource districts, the Central Nebraska Public Power District, the U.S. Army Corps of Engineers, hunting clubs, wildlife preservation groups, and other government agencies, local organizations and private citizens. Membership is open to anyone interested. The South Dakota Department of Agriculture and NPLAC have discussed working jointly on a multi-state project, and

several groups in Kansas have expressed an interest in joining NPLAC. The committee's largest asset is still the in-kind services members donate to accomplish the mission and goals of NPLAC.

The basic philosophy of the committee is that members may have differences, but all share one common problem and members can accomplish much more working together than as separate entities. The committee established three goals: to conduct a comprehensive survey in the State and create an appropriate data base; to increase public awareness through educational programs and distribution of information; and to obtain proven biocontrol agents for use in establishing local insectaries for rearing and redistributing parasites throughout Nebraska.

NPLAC was established in 1994, when a small group of concerned individuals collectively determined more could be accomplished to protect these areas by working together to find a biological solution rather than a legal solution that may or may not have been enforceable. A cooperative venture between these individuals and the Nebraska Leafy Spurge Working Task Force resulted in the establishment of NPLAC. As an active participant of the Nebraska Leafy Spurge Working Task Force, APHIS was asked to join NPLAC.

In 1995, the committee began to identify potential sources of funding and to prepare applications and proposals. They submitted proposals to Ducks Unlimited, Pheasants Forever, National Biocontrol Institute, the Nebraska Department of Environmental Quality, and the Nebraska Environmental Trust Fund. NPLAC obtained a 3-year grant from the Nebraska Environmental Trust Fund for \$15,000 per year for the 3 years. NPLAC submitted and received approval for additional Nebraska Environmental Trust Fund monies

NPLAC continued on p. 13

Animal Care Inspectors Go Above and Beyond the Call of Duty

By Jamie Ambrosi, LPA, Riverdale

Animal Care (AC) inspectors routinely do exceptional work that goes unnoticed by program stakeholders. The vignettes below describe three of these exceptional efforts.

♦ Earlier this year, a small aquarium in Maine went bankrupt and was taken over by the Small Business Administration (SBA), placing in jeopardy two elderly harbor seals that were long-time residents at the facility. In response, AC inspector Ron Zaidlicz visited the facility several times to check on the seals and assure that they were receiving the special treatment they needed.

Zaidlicz also worked with the owners, caretakers, and auctioneer hired to sell the animals to assure that the seals would not be auctioned off as property, and he cooperated with the Department of Commerce's National Marine Mammal Fisheries Service, which

oversees the transfer of such animals. If SBA decides to place the seals in another facility, Zaidlicz has done the groundwork to assure that they will be placed together in a safe location.

♦ In August, the heatwave that plagued the Midwestern United States worried southern Illinois inspector Ben Flerlage. He was aware that one of his licensees, who owned a cougar and several bobcats, was hiding from the law and was not providing his animals with proper care. He became even more concerned when he spoke to family members and found that the man was not around during the day to provide water to his cats.

Working with State wildlife officials, Flerlage provided water to the cougar and bobcats in the middle of a 100-degree day. In a followup visit the next day, Flerlage and the State officials persuaded

the owner to relocate the animals to another licensee's facility. Flerlage has since assisted in the relocation of the animals.

♦ This summer, a licensee in Colorado abandoned his facility, placing the health of his exotic cats in jeopardy. In response, several AC field personnel worked with officials from Alamosa County, the Pueblo Zoo, and the Humane Society of the United States to remove about 30 large felines from the facility.

To expedite the removal of the felines under Alamosa County's authority, veterinary medical officer Denise Sofranko made several inspections of the facility—some coordinated with the Colorado Division of Wildlife, a local veterinarian, and the Alamosa County Sheriff. All of the felines are now housed at USDA-licensed facilities in good standing. ♦

SAFETY continued from p. 11

O'Dell's efforts over the past 26 years, and in particular during FY 1996, were particularly remarkable.

Collateral Duty Safety and Health Officer

Annella Isom, VS, Central Region

Isom was presented with this award for the second time. The award is given to honor an extraordinary effort by an employee whose job is closely related to safety and health initiatives.

Defensive Driver of the Year Loren (Buddy) Carpenter, Jr., PPQ, Florida

Carpenter's excellent driving record and his leadership in training other employees in proper defensive driving techniques earned him this award. The runner-up was Mr. William Palte, from the Ohio VS office.

Work Units of the Year:

Large Unit: **VS, Texas area office, Austin.**

Runner-up: **PPQ, El Paso, TX**

Small Unit: **PPQ, Nogales, AZ**

Runner-up: **VS, Arkansas area office, Little Rock**

These units were chosen based on their efforts to carry out an active safety program.

Special Achievement Awards

These awards are given annually to honor employees' personal efforts in community service, life-sustaining acts during an emergency, or long-standing personal safety records.

Barbara Knotz (Field Servicing Office, Minneapolis, Minnesota) was presented with an award for supporting local blood donor and bone marrow donor programs.

Robert Mashek (VS, Lincoln, Nebraska) provided first aid to individuals suffering injuries from an automobile accident.

Miles Hausner (Wildlife Services, Portland, Oregon) maintained a flight safety record of more than 10,000 hours without incident.

Jose A. Quintera (PPQ, San Juan, Puerto Rico) was awarded for his service as the safety officer for 7 years while in his former position with the VS Puerto Rico Tick Eradication Program. ♦

NPLAC continued from p. 12

for 1997 and beyond. This secured funding for the expansion of program activity through the year 2000. NPLAC hopes that in 5 years enough parasites will have been placed to sufficiently control purple loosestrife and the committee can take its place in environmental history. ♦

Round 'Em Up!

CEAH Hosts APHIS-wide Conference on GIS

By Sue Cohen, PPD, Riverdale, MD

Forget maps and a compass. Try a global positioning system (GPS). It's a portable computer system that communicates with satellite information to make maps or help you find your way around. You've probably seen it advertised as an accessory by car manufacturers or rental companies as the gadgets that keep you from getting lost by telling you exactly where you are, and even what streets to turn on to get you where you're going.

At an APHIS-wide conference July 22-24, sponsored by Veterinary Services' Centers for Epidemiology and Animal Health (CEAH), teams of APHIS employees competed against one another using GPS's to make their way quickly and accurately around Ft. Collins, CO. This competition was the Global Positioning System (GPS) Rodeo.

Don't worry. The 3-to-5-person teams only had to herd themselves, not cows or horses, along the routes from CEAH to Colorado State University (CSU) and back. The 35 conference attendees representing the Information Technology community (ITc), International Services (IS), Organizational and Professional Development (OPD), Policy and Program Development (PPD), Plant Protection and Quarantine (PPQ), Wildlife Services (WS), and VS made up the teams. They received GPS equipment to collect geographic coordinates for five specific sites on the nearby CSU campus. Each site along the GPS rodeo route presented varying challenges to data collection. Rodeo teams were to use the same coordinates to plot a course back to the CEAH building. Data from each GPS team were collected and analyzed. The best times and greatest accuracy determined the winners. The Saddle Broncs were declared the grand champions. Champion team members were Jim Berry, PPQ,

Phoenix, AZ; Bob Bokma, IS, Riverdale, MD; Ed Gersabeck, IS, Riverdale; Jaime Orjuela, Columbia Institute of Agriculture, Bogota, Columbia; and Mark Teachman, VS, Riverdale, MD. Many of the

applications. Ron Sequeira, PPQ, compared the use of GIS techniques in Medfly and pink volar moth eradications. His presentation demonstrated a creative way to combine aircraft and GPS and GIS



Participants of the APHIS-wide conference on geographic information systems, July 22-24, at the Centers of Epidemiology and Animal Health, Fort Collins, CO, participated in a "rodeo" to learn about global positioning equipment.

participants were first-time users of the GPS equipment. The GPS rodeo taught users that training is necessary to successfully use the equipment, selection of equipment is important, and GPS equipment can be extremely effective for APHIS activities.

Other topics of the conference included sharing GIS data, developing GIS applications, integrating the technology into APHIS activities, and developing recommendations for GIS use in APHIS. Panel discussions on GIS issues included an historical overview, availability of data, equipment and software needed for GIS, sharing GIS data, and integrating GIS into APHIS decision-making activities. As part of these discussions, various program staffs demonstrated GIS

technology to facilitate survey and pest eradication efforts by following the flight path of pilots during release of sterile insects or insecticide baits. The ongoing Medfly Eradication Campaign has implemented mission-critical GIS applications in the areas of aerial insecticide application, navigation/monitoring, regulatory compliance monitoring, spatial analysis of the Medfly infestation, and quality control. GIS applications are being developed for post-eradication activities and for automating detection.

Jerry Freier, VS, presented information on using remote sensing to identify enzootic foci of Venezuelan equine encephalitis virus activity in northwestern Venezuela. Spatial models based

on actual site-collected data were developed to predict possible locations occupied by the virus and the level of virus activity in sites along the Catatumbo River in Venezuela. GIS applications of the spatial models demonstrate an innovative use of combining satellite imagery, geospatial analysis, and GIS techniques.

One outcome of the meeting is a GIS listserver, hosted by CEAH, through which all APHIS participants can remain in touch and share information. APHIS participants also discussed the creation of a GIS web page for communicating and disseminating information. In addition, participants agreed on specific recommendations that will be included in a report to the APHIS Management Team (AMT).

One proposal for the AMT's consideration is the use of GIS technology for strategic decisionmaking. This emerging modern technology is flexible enough to incorporate new and existing information as well as provide new and novel ways to analyze data. GIS implements the APHIS Vision for Science and Technology by allowing scientific information to support science-based decisions. It is able to integrate science into strategic decisionmaking in policy and economic issues. As a pilot project, WS is beginning to use GIS for budget issues. One example is the Beaver Damage Management Program in Mississippi. "We need to measure how much money is being allocated to specific locations and damage categories," said Phil Mastrangelo, Mississippi State Director, WS. GIS helps the program by organizing this information in a way that can ensure that they are budgeting in proportion to the amounts and locations of actual damage occurring. "Maps and charts from the GIS have been very helpful in getting a handle on all the information."

Thirty-five people participated in at the APHIS-wide GIS conference: Aguilar Alejandro, IS, Costa Rica; Lowell Anderson, VS, Des Moines, IA; John Belfrage, VS, Fort Collins, CO; Jim Berry, PPQ, Phoenix, AZ; Bob Bokma, IS, Riverdale, MD; Jean Bourassa, National Wildlife Research Center, Fort Collins, CO; Barbara Capwell, VS, Fort Collins, CO; Kevin Cassidy, VS, Fort Collins, CO; Sue Cohen, PPD, Riverdale, MD; Kiesett Collier, PPQ, Riverdale, MD; Lamine Diakite, IS, Mexico; Mike Duffy, VS, Yadkinville, NC; Priscilla FitzMaurice, VS, Fort Collins, CO; Jerry Freier, VS, Fort Collins, CO; Ed Gersabeck, IS, Riverdale, MD; Adam Grow, VS, Riverdale, MD; Bill Harkins, PPQ, Harlingen, TX; Amy Hayek, VS, Fort Collins, CO; Rodney Howe, VS, Fort Collins, CO; Tom Kalaris, PPQ, Bozeman, MT; Phil LaRussa, VS, Sacramento, CA; Charles Leo, IS, Mexico; Dave McNeal, PPQ, Riverdale, MD; Norm Merritt, ITc, Fort Collins, CO; Dana Nelson, VS, Sacramento, CA; Dianne Norden, VS, Fort Collins, CO; Jaime Orjuela, ICA, Columbia; Nancy Roberts, VS, Oklahoma City, OK; Lisa Rothe, OPD, Fort Collins, CO; John Sanders, VS, Tampa, FL; Matt Seeley, PPQ, St. Louis, MO; Ron Sequeira, PPQ, Raleigh, NC; John Stephens, ITc, Fort Collins, CO; Brian Sterk, PPQ, Riverdale, MD; Gary Stevens, VS, Lincoln, NE; Mark Teachman, VS, Riverdale, MD; Michelle Walters, PPQ, Phoenix, AZ; Steve Weber, Fort Collins, CO; Rob Werge, WS, Fort Collins, CO; Bill White, VS, Albuquerque.

Need To Know More?

Here's how to get more information about APHIS GIS projects.

Contact:

Sue Cohen, PPD, Riverdale, MD,
(301) 734-5954,
scohen@aphis.usda.gov
Jerry Freier, VS, Fort Collins, CO,
(970) 490-7974,
jfreier@aphis.usda.gov

The APHIS-wide GIS Listserver is a forum to discuss, share and disseminate GIS/GPS information to the APHIS-wide community. Get on the APHIS-wide GIS Listserver by subscribing with GroupWise e-mail at:
smtp:majordomo@info.aphis.usda.gov

Leave subject matter line blank.
State in the e-mail message:
subscribe aphis-gis

Send listserver messages to:
smtp: aphis-gis@aphis.usda.gov

Also be on the look out for a GIS site on the APHIS web. ❖

APHIS' History in GIS

APHIS has been working with this type of mapping and information technology since the mid-eighties. APHIS participated in the USDA Geographic Information Systems Work Group. Some of the group's efforts were to standardize geographic information and facilitate data sharing within USDA. In one report, the group included information on APHIS' mission and activities, including pilot projects used to gain an understanding of how geographic data can be used to help control the spread of epidemics. GIS can help by tracking foreign and domestic plant and animal diseases.

Animal Care Scores Well with Its Customers

An old adage states that the first rule of business is listen to your customers because they know better than anyone how you can improve your service.

Recognizing the value of this advice, Animal Care (AC) recently completed an extensive customer satisfaction survey of approximately 3,700 Animal Welfare Act (AWA) licensees and registrants to learn their views. It's an initiative that AC's Acting Deputy Administrator W. Ron DeHaven calls "a massive undertaking that will help guide our program's service delivery for the next several years."

The survey, which was conducted in February and March of this year by the Policy and Program Development staff, is part of AC's effort to assess its overall effectiveness under the Government Performance and Results Act. Other initiatives include measuring the level of compliance with the AWA and the percentage of employee participation in an inspection quality assurance program.

Survey Says...

In all, more than 2,100 people responded to the survey, which asked them to rate the program on

11 different performance measures using a 5-point scale with 5 being excellent and 1 being poor. The survey also solicited written comments.

The results were very impressive. In the area of courtesy and professionalism, AC personnel scored 4.17. Regarding knowledge of animal husbandry, they rated 3.96. And in the area of inspector efficiency, they scored 3.92. In fact, the program rated "good" or better (higher than 3.0) on each of the survey measures, and the score given for how the program rated overall was 3.59.

AC is not resting on its laurels, however. "We are using the survey results to set baseline levels of performance for our program," says DeHaven. "Over the next 2 years, we will implement many service enhancements. Then, in 1999, we will survey these same stakeholders again to see if we have improved." To complement this effort, AC also intends to poll animal welfare organizations in the near future.

Some of AC's efforts to improve its service delivery are already underway. They include developing a new, more user-friendly inspection report and carrying out

a formal public affairs campaign to improve communication with the program's stakeholders. Many other enhancements are still being developed. "The bottom line for all of these initiatives is to listen to what our customers have to say and respond to their needs," says DeHaven. "This helps them comply with the law and, in turn, helps us reach our ultimate goal of ensuring proper care for animals protected under the AWA." ❖

What is the Animal Welfare Act (AWA)?

The AWA requires that minimum standards of care and treatment be provided for certain animals bred for commercial sale, used in research, transported commercially, or exhibited to the public.

To help prevent trade in lost or stolen animals, regulated businesses are required to keep accurate records of acquisition and disposition and a description of the animals that come into their possession.

APHIS Animal Care personnel administer the AWA, its standards, and its regulations.

AC Scans the Cutting Edge in Dog Identification

"Lost, 4-year-old black and gray Scottish terrier. Friendly. Answers to the name 'Scotty' and was last seen wearing a red tartan collar with bone-shaped name tags. If seen, please call Connor at DOG-LOST."

How many times have you seen a sign with similar words to those above? They're everywhere: in shop windows, stapled to telephone poles, and posted on neighborhood bulletin boards. Lost-dog signs have become part of the scenery as worried pet owners search for their missing animals.

While most times the animals are found to have just wandered away, there is a persistent fear that someone's pet has been stolen and

sold into research. APHIS Animal Care (AC) employees work hard to ensure that this doesn't happen. AC regulates research that includes animals and AC officials inspect research facilities at least once a year to make sure they are in compliance with the Animal Welfare Act (AWA).

As a part of regular inspections, AC inspectors already pay particular attention to the various records kept by AWA license holders and registered facilities. These records allow inspectors to trace the origins of all the animals handled to guarantee they are not stolen or misplaced pets.

One of the most important parts of pet ownership has always been

proper identification. People should always have recent a photo of their pet. The animal should be properly tagged and distinguishing features should be noted. In many cases, pet owners get their animals tattooed so there is no doubt as to an animal's rightful owner.

AC inspectors check animals at research facilities to make sure animals there match the descriptions listed in the facilities' purchasing records. They make sure the animals do not have identification tattoos that would label them as pets and now, thanks to advances in technology, AC

DOG ID continued on p. 17

Problems With Critters? Call WS' Toll-Free Hotline

More than 22,000 people called Wildlife Services' (WS) toll-free hotlines in Maryland, Wisconsin, and Vermont in fiscal year (FY) 1996. Callers needed advice for a variety of wildlife nuisance problems ranging from bears in the hottub to squirrels in the attic.

"We're advising a fair number of people who just don't know what to do about wildlife that has become a problem in their home or yard," said Les Terry, WS' Maryland State Director. The toll-free line in Maryland alone received more than 10,000 calls that year.

Most folks are calling the hotline from suburban areas where wildlife has adapted to living in close proximity to people. For the most part, wildlife like raccoons, squirrels, birds, groundhogs, white-tailed deer, bears, and geese are searching for food when they come into conflict with people. These animals are attracted to dog food, cat food, bird feeders, garbage, and landscape vegetation.

"We often advise people to change the environment around their home," Terry said. That includes making garbage inaccessible, changing landscape vegetation around the house, trimming the tree limbs near the roof, and moving cat and dog food indoors. "Sometimes it seems that every squirrel in the State is living in someone's attic."

DOG ID continued from p. 16

inspectors can check dog identification at the speed of light.

"It's a microchip," said Steven Smith, an AC specialist. "A veterinarian will give a person's pet a shot that places a tiny microchip under the animal's skin. The chip can contain any type of data, but usually contains identifying information." The chip also allows pet owners to give their pets positive, permanent identification without the external markings of tattoos.

AC is running a test program that involves several AC inspectors scanning research facility dogs for the identification chips.

About 10 percent of the more than 11,000 calls received in Wisconsin in FY 1996 were related to black bear problems. "We trapped and relocated about 480 black bears last year," said Wisconsin State Director John Maestrelli.

The toll-free lines do receive their share of interesting calls. One caller complained of a bear that kept visiting their outdoor hottub. "The bear's hair was clogging the tub jets," said Maestrelli. "We trapped and relocated the bear."

Another bear walked into a house and ate fresh pies in the kitchen "Yogi Bear style." A bear in search of food caused \$500 in damage when it attacked and chewed life-size deer targets on an archery range.

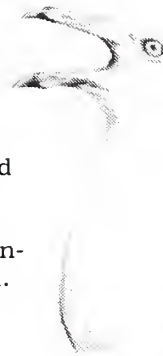
WS employees in Vermont received 3,356 calls about rabies, a growing disease in wildlife of that region, which many callers fear. WS recently cooperated with Canadian and State officials to drop bait containing the rabies vaccine in order to stop the spread of the disease in wildlife.

Cooperators in the toll-free service include the Maryland and Wisconsin Departments of Natural Resources and the Vermont Departments of Fish and Wildlife, Health, and Agriculture. ♦

"A lot of animal shelters and local animal control authorities use special scanners to check dogs for the chips," Smith said. "Using information from the chips, authorities then trace the animal back to its owners."

"That's exactly what we are going to do as part of this pilot program. We've issued scanners to several of our inspectors. While inspecting research facilities, each AC official will scan the dogs and cats owned by the facility."

Smith added that if the pilot program works out, scanning for microchips could become a regular part of facility inspections. ♦



Ring-billed gull



Raccoon



Red fox



Black bear



Beaver

Human Resources Information

HR on the 'Net

Catch up on the latest human resources happenings by visiting the Marketing and Regulatory Programs Human Resources (MRPHR) Internet home page! The MRPHR home page provides important HR information to managers, supervisors, current employees, and prospective employees of the three MRP agencies (AMS, APHIS, and GIPSA). You can find the web page at:

<http://www.aphis.usda.gov/mb/mrphr>

Some of the information you'll find at the site include:

Job Search. Weekly MRP job listings, individual vacancies, and access to nationwide vacancies via OPM job sites.

Benefits. Information on health benefits, life insurance, retirement, and Thrift Savings Plan (TSP); links to related sites such as the Social Security Administration and TSP.

Guides and Directives. Looking for a personnel policy or procedure? Click here for access to MRP personnel directives, guides (e.g., Human Resources Desk Guide (HRDG), PC-Tare Manual) and links to the CFR, U.S. Code, and Federal Register. Access this site for a new addition: Absence and Leave Directive 4630.1 and HRDG Subchapter 4630.

Employee Conduct, Performance, and Recognition. Updates on performance management, alternative discipline, ethics, and employee conduct.

Pay, Leave, and Tours of Duty. Links to salary charts; guidance on leave audits, lump sum payments, and designating tours of duty.

Recruitment, Staffing, and Classification. Details on staffing topics (e.g., the MRP Welfare to Work Plan and the Student Career Experience Program) and classification procedures (e.g., desk audits and writing position descriptions).

We've also included MRPHR program/service descriptions, detailed directories, and a contact

for feedback and suggestions. Our home page is updated weekly, so check it out frequently for this information and much more!

Expanded Family and Medical Leave Policies

In a memorandum signed April 11, 1997, President Clinton asked agencies to expand existing family and medical leave policies to ensure that employees may schedule and take up to 24 hours of leave without pay (LWOP) annually for the following.

School and Early Childhood Educational Activities. This includes activities directly related to the educational advancement of a child, such as parent-teacher conferences, meeting with child care providers, interviewing for a new provider or school, or participation in volunteer activities supporting a child's educational advancement.

Routine Family Medical Purposes. This allows parents to accompany children to routine medical and dental appointments. If available sick leave is depleted under the Federal Employees Family Friendly Leave Act (FEFFLA), this assures employees the use of up to 24 hours of LWOP each year.

Elderly Relatives' Health or Care Needs. This allows employees to accompany an elderly relative to routine medical and dental appointments or other professional services related to the relative's care, such as making arrangements for housing, meals, phones, banking services, and other similar activities.

These 24 hours are in addition to existing time allowed under the Family Medical Leave Act and FEFFLA regulations. The President encourages accommodation of employees' family and medical needs as the agency mission permits, even when advance scheduling is not possible.

Time taken under the expanded policies does not have to be re-

corded as LWOP. The employee can substitute credit hours, compensatory time, time-off awards, annual leave, or sick leave if using such leave would meet established requirements.

More information can be found in Human Resources Desk Guide Subchapter 4630, Absence and Leave, or on the MRP Human Resources home page at:

<http://www.aphis.usda.gov/mb/mrphr>

Leave Audit Advisory to Timekeepers

Leave audits (Form AD-717) should be submitted to Human Resources Operations (HRO) for routine purposes such as correcting the National Finance Center (NFC) database and supporting a request to pay lump sum leave (AD-581).

Leave audits should always contain the records for the entire leave year up to and including the most current leave numbers available. The complete leave year record is required to allow HRO's Leave and Compensation Team to adjust the leave tracking system at NFC. The annual and sick leave balances can only be adjusted by changes to the prior-year carryover balance, the total accrual, and the total usage for the year.

It is essential that leave audits be signed and dated. The signature block must be signed by an appropriate official such as the timekeeper or the supervisor; employees should never sign audits for themselves. Unsigned audits will not be processed and will be returned to timekeepers. If necessary, please update time and attendance balances the pay period in which you send the leave audit.

If you have any questions on leave audits please contact the Leave and Compensation Team. ❖

APHIS Alumni Organization

Local Chapters

The APHIS Alumni Organization (AAO) has the same growing pains as other geographically disbursed groups. How do we make the connection to all the members from the national level while keeping the local autonomy that attracts and reflects the individual interests of members? There must be local groups.

AAO member Arthur (Skip) Wilson, a retiree of Regulatory Enforcement and Animal Care (now Investigative and Enforcement Services in Management and Budget, and Animal Care), is establishing a local chapter in Florida. To join this chapter, "Skip" some other activity and write, call, or e-mail Wilson. 7234 Mamouth Street Englewood, FL 34224 (941) 473-4235 skipper@sunline.net

The AAO especially invites any of the nearby APHIS office directors to contact the AAO or Wilson to support this effort by offering themselves and their offices for AAO/APHIS teleconferences and organization activities.

AAO Topic of Interest

The AAO members have discussed the possible need to use their collective institutional knowledge to study the justification for APHIS programs. In the earlier years of APHIS, the program efforts had good support in efforts against harmful diseases. Emerging societal concerns and new scientific revelations have resulted in the programs coming under more scrutiny. The AAO suggests that we should be proactive and be prepared to address these evolving concerns and the continued need for APHIS' programs.

Dedication to the AAO

Two members of the AAO deserve special recognition: Roberta (Bobbi) Pohl and Robert

(Bob) Brittingham. Pohl regularly staffs the AAO office at Riverdale and has taken on the task of maintaining the AAO data base. We are fortunate to have her offer this service to further the AAO/APHIS effort. Brittingham has extensive contacts because he personally knows virtually all of the PPQ State Plant Health Directors. He routinely provides AAO office coverage and dedicates his time to developing the AAO/APHIS network. Brittingham also assists APHIS by donating time at the APHIS Professional Development Center in Frederick, MD.

Another retiree and AAO member of note is Norvan Meyer. Meyer was in charge of the successful Mexico screwworm eradication program. He is a man for all

seasons. He has become a computer expert and is the source we go to for e-mail, computer systems, and related information. AAO/APHIS has arranged for him to monitor the AAO office from his home. Meyer is outstanding in using these systems to keep in touch with fellow retirees and disseminating information. ❖

APHIS Alumni Organization

4700 River Road
Room 3D79
Riverdale, MD 20737
(301) 734-6504

e-mail: alumni@aphis.usda.gov

web page:

<http://www.aphis.usda.gov/ao/alumni/alumni.html>

APHIS Alumni Organization New Member Application

Full Name (Mr./Mrs./Ms./Dr.) _____
Street Address _____
City _____ State _____ Zip _____ Phone(s) _____
Date of Birth _____ Dates of APHIS Service _____
Actual/Expected Retirement Date _____ E-mail _____
Last Duty Station and Position with APHIS _____
Spouse's Name _____ Date of Birth (optional) _____

EXPERIENCE

APHIS PROGRAMS: PPQ VS WS(ADC) AC/IES(REAC) IS OTHER
Please give some specifics of your expertise and useful skills. _____

AVAILABILITY (Check all that apply.)

I am available for	I can work for APHIS as
Intermittent consultation (1-2 weeks each) _____	Volunteer (expenses paid) _____
Emergency Assignments (30-90 days each) _____	Paid consultant (work at home) _____
Other (explain) _____	Paid consultant (work at site) _____
	Other (explain) _____

Physical or health restrictions _____

MEMBER PARTICIPATION (Check all that apply.)

I will work for the AAO	as a local chapter leader
staffing AAO's Riverdale Office periodically _____	other (explain) _____
draft/review documents _____	

Please mail this application with \$5.00 annual dues (payable to AAO) to the address below. (Please send check or money order only.)

APHIS Alumni Organization
Attn: Rosemary Stanko, Treasurer
4700 River Road
Room 3D79
Riverdale, MD 20737
(301) 734-6504

signature _____

date of application _____

AAO 11-97

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lvasquez@aphis.usda.gov

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